## VIRTUAL TASTING FAQS

To our amazing customers & newlyweds,

Out of an abundance of caution and compliance with Governor Wolf's restrictions we will be suspending all in person tasting appointments until tentatively May 9th. If you have a wedding within this time period, we are happy to deliver a tasting plate to your door at no extra charge. At this time, April 21st will be the starting point when you are welcome to come to our store location and pick up your tasting plate.

Sweet regards,

Bredenbeck's Bakery Crew

### HOW LONG IS A NORMAL TASTING APPOINTMENT?

Our tasting appointments on average take 40 minutes! We're great at what we do and it shows, but should you need more time we can easily schedule a follow up appointment. Since we are all on a stay-at-home order, now is the PERFECT time to chat with your fiancé about possible cake designs!

#### CAN I INVITE OTHERS TO MY ZOOM APPOINTMENT?

You are absolutely welcome to invite family and friends. Did you know stressed spelled backwards equals desserts? Our wedding team is ready to check the next thing off your list while giving you the pleasant pandemic break you've been craving! Please note we are limited to three Zoom accounts per appointment at this time! Silver lining – poppin' bottles is totally allowed for your Virtual Cake Tasting! We are a glass half full kind of bakery!

#### HOW DO THE TASTING PLATES WORK?

As of right now, we are happy to deliver tasting plates to your home address any Friday or Saturday. Schedules can be crazy right now, and we totally get that! You are welcome to schedule your virtual appointments same day or later that week. Send us an email to to coordinate schedules at <a href="mailto:sales@bredenbecks.com">sales@bredenbecks.com</a>!

#### <u>HOW DO WE PICK OUT OUR DESIGN?</u>

For design we will offer you our online portfolio to browse — numbered for convenience! You are also welcome to send us links to any design you may have found online for inspiration during your appointment.

#### WHAT'S INCLUDED IN OUR PACKAGE?

Packages vary depending on venue! We will be happy to walk you through what is included during your appointment or prior via email!

# HOW DO I MAKE PAYMENT FOR MY WEDDING CAKE DURING A VIRTUAL TASTING?

At this time we ask that all payment, if necessary, be made via check, mailed to;

Attn: Sue at our address — Bredenbeck's Bakery 8126 Germantown Ave. Philadelphia, PA 19118